



Public Procurement
Promoting Innovation

AI support for processing passenger rights requests.

This is a translation – for the original challenge
description, contacts and submission got to:

[KI-Unterstützung bei der Bearbeitung von Fahrgastrechte-Anfragen - IÖB Innovationsplattform
\(ioeb-innovationsplattform.at\)](https://ioeb-innovationsplattform.at)



An initiative of

 Federal Ministry
Republic of Austria
Labour and Economy

 Federal Ministry
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Climate Action, Environment,
Energy, Mobility,
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In cooperation with

 **BUNDES
BESCHAFFUNG**

Challenge Sponsor

ÖBB-Personenverkehr AG



Initial Situation

Passenger rights apply to national and international rail transport services in case of delays, cancellations and missed connections. They provide for compensation and assistance for passengers under certain conditions. For passengers of the Austrian Federal Railways (ÖBB) to be able to assert these rights in the event of an incident, they must complete and submit the form "Antrag auf Entschädigung und Refundierung bei Zugverspätungen" (Application for compensation and refund in the event of train delays) or use the Fahrgastrechte.Bot (Passenger Rights.Bot).

The passenger rights' team of ÖBB receives these requests and currently processes them manually to a large extent according to a defined process in accordance with the European Passenger Rights Regulation: The employees are faced with the challenge of examining a large number of incoming requests, categorising them, assigning them to the right people in the company, checking them, answering them and initiating the payment. This process is time-consuming, labour-intensive and ties up important resources.

The entire process, from the design of the form, the receipt of the request to the response, should be made more efficient and optimised through automation or AI support.

Question

How can the passenger rights team make its process more efficient so that incoming requests for reimbursement are processed more quickly?

Desired Result

The aim is to find a solution that optimises the entire process - from receipt to response to the request - and significantly reduces the turnaround time. The different categories of passenger requests are to be taken into account and mapped.

The categories include:

- "Normal" delays from 60min to 120 min
- Delays over 120 min
- Train cancellations
- Cancellation
- Additional costs incurred due to delays or train cancellations, such as taxi, hotel, meals, etc.

Depending on the category and case, different steps have to be taken. An automation solution should support the correct allocation and make a processing suggestion. Artificial

intelligence can be thought out to such an extent that, if the rules are clearly set, cases can also be processed fully automatically.

Enquiries that do not concern passenger rights, but are nevertheless submitted via the form, should be clearly assignable for the employees through partial automation and a clear presentation, so that they can be quickly forwarded to the right departments or contact persons in the company.

Important requirements for the solution:

- Guaranteed data security
- Stable and reliable functionality, even at peak times when there are a particularly large number of passenger enquiries
- Usability and ease of use for employees
- Simple, intuitive usability for passengers
- Compatibility with existing systems and processes. This includes, among other things, interface compatibility with MS Dynamics.
- Simple handling during operation.
- Modular structure and expandability to include further automation elements.

The further development of the Passenger Rights.Bot is not part of the task within the scope of this Challenge.

Call for submissions

Take the chance to present your innovative solutions within the framework of this market investigation and show potentials how ÖBB can improve its passenger rights enquiries by means of new technologies and make them more efficient.

Submission Deadline: 13. April 2023

Companies submit via the **online forms**:

- A meaningful description of your existing solution or approach to a solution. The focus of the **description** should match the evaluation criteria. Convince with comprehensible use cases and references.
- Help with project planning that is in line with the market: Communicate your ideas regarding the course of a project (wishes, notes to the project managers).
- A summary of the automation and other innovation aspects and the decisive added value.
- Any **confidential information**, e.g. on pricing (only visible to the jury and the moderation team).
- A **cover picture** as a visually attractive figurehead on the Challenge page.
- Optional: A **pdf file** as an upload. The file should complement the description but not replace it! Use it e.g. for infographics or existing brochures.

NOTE: Submissions to the consortium are possible. Keep it short (guideline: maximum three A4 pages or ten presentation slides in total). We are in the market exploration phase with the Challenge. Therefore, the following is not yet necessary for participation in order to arouse

interest: completely new concepts, drafts or feasibility studies prepared especially for this occasion.

Benefits of the Challenge and further project development

This Challenge provides ÖBB Personenverkehr AG with an overview of possible solutions and potential partners. The jury of internal experts then invites those companies to an innovation dialogue whose solutions stand out particularly positively in the evaluation criteria.

For companies this means: Participation in the Challenge puts you on the radar of the public contracting authority. Your submission remains visible as your business card for other interested parties even after the Challenge is over. You put yourself in position for further public sector purchasing projects. If you are among the winners and are invited to the final **innovation dialogue on 24. May 2023**, you can present your solution at a market discussion. You will exchange ideas directly with those responsible for the project.

This creates sensitivity and understanding for suitable innovations on the part of the public client. This is important so that the public contracting authority can take innovative approaches into account in a possible purchasing project under the Federal Procurement Act after the market survey.

Depending on the results, the further project plan envisages the following:

With the knowledge gained, the ÖBB wants to go into a tender. In the first step, a prototype is to be developed, which can be extended to the entire customer service area if necessary.

The further project plan will depend on the results:

Your submission is an impulse. Depending on the complexity, necessary framework parameters, degree of maturity, expected costs and benefits, the sponsor will conclude the Challenge by deciding on the project design.

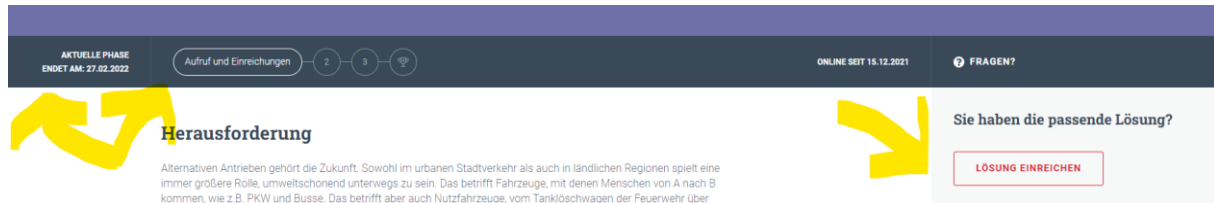
The objective is the procurement of an application or the award of a first version in accordance with BVergG 2018. Companies that did not participate in the market exploration challenge are also eligible for this.

Your Questions

Contact the moderator or post your question about the Challenge. Our moderators will check, research and publish your question together with the answer. This way, all potential participants are certain to receive the same information.

How to submit a solution/idea

- Check the submission deadline (phase “Aufruf und Einreichungen”); click on the button “Lösung einreichen” on the top right side of the page.



- **Beschreibung**
Post a meaningful description (make references to the description of the challenge and evaluation criteria on the right side of the challenge page)
- **Mehrwert**
Highlight the benefits of your solution.
- **Titelbild**
Upload a picture to be displayed on the landing page of the challenge.
- **Kooperationspartner**
If you are handing in a joint contribution with other companies, this is where you make sure they are represented with logos and names.
- **Dateien & Infos**
If necessary in addition to the descriptions above: add pdf-files (e.g. existing product brochures). But: Keep your contribution manageable for the jury.
- **Vertrauliche Infos**
If necessary, place a confidential information for the jury, the sponsor and moderator (e.g. indication of approximate price range). All other parts of the contribution will be public.

Please be aware of the fact, that a challenge is market research / market engagement prior to a possible procurement. The challenge will not decide upon a contract award nor will it lead to any unfair advantage in a tender. Please balance your time and effort.

Contact Information

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